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November 17, 2005

Mr. Barry R. Hemphill
Deputy Director for Telecommunications
Department of General Services
State of California
601 Sequola Pacific Blvd.
Sacramento, CA. 95814-0231

Dear Mr. Hemphill:

I want to provide you with the results of Verizon's inquiry into the cause of the service outage that occurred on October 18, 2005, and the steps Verizon is taking to improve the reliability of its network. The outage occurred at 2:23 AM and concluded at 1:06 PM. It affected multiple Central Offices in Southern California. While the connectivity between our Central Offices was affected by this outage, each Central Office remained up and running. As such, calls within a given Central Office were processed normally, but we were unable to process calls originating in one Central Office and terminating in another Central Office. In addition, features such as ANI and ALI were not functioning.

The source of the outage has been isolated to a malfunction in the Digital Cross Connect System (DCS) in the Long Beach Tandem Central Office. The DCS serves as a gateway for traffic in and out of the central office. Some of the connections that pass through the DCS carry critical timing information to other COs and this is why the loss of this particular DCS impacted other Central Offices.

The primary cause appears to have been software corruption in the Operating System of the DCS. The software error apparently led to a fault in the central processor for the DCS, which was not responding to technicians' commands. This further delayed restoration of service. Despite the obstacles, technicians were able to reboot the DCS and reload a version of the operating system that had been backed up on the previous day (10/17/05). Once restarted, the DCS functioned normally and service was restored.

While we were working to restore service, Verizon technicians began routing critical circuits, including 911 signaling circuits around the troubled office. We have kept these alternative circuits in service so that there is now greater redundancy should a similar problem ever develop again. In addition, we have replaced many of the components of the equipment involved.

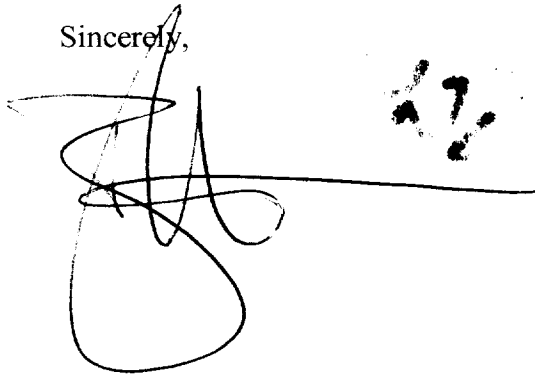
DCS equipment is built into the network to allow for network grooming as well as routing and re routing of large capacity circuits. Going forward, we have added redundant signaling links (SS7) at the involved location that will allow traffic to continue to flow between the Central Offices in the event of a complete DCS shutdown. As such, if the same event occurred in the future, the impact would be far less.

Beyond the technological analysis and action plan, we recognize the need to improve the communications between ourselves and critical government officials. Working together with State and Local authorities is the best way to review, renew and potentially revise methods and procedures. To that end, a team has been put together work with the State E911 Program Office and PSAP officials.

On October 27, 2005 a meeting was held with many of those authorities at our Long Beach facility to discuss the technological situation that occurred. The Verizon team has a better understanding of local requirements and is actively engaged in development of a plan that will enhance communications between us

Be assured that the entire Verizon organization is dedicated to providing outstanding service. We will learn from this event, and we will be better equipped to move forward together to meet the needs of the citizens of California. We will keep you informed on our progress. Should you have any questions, please call Keith Puls on 805- 230-3450. Of course I am always available as well on 212-395-4641

Sincerely,

A large, stylized handwritten signature in black ink, likely belonging to Keith Puls, the Regional Sales Vice President mentioned in the distribution list.

Cc: Keith Puls Regional Sales Vice President
Maureen Napolitano, Director, National E911 Program Office
Gwen Slatter, Director, Customer Service, Pacific Region
Brenda Finch, Vice President, Customer Service
Fred Byeman, Senior Vice President, Sales

A handwritten signature in black ink, possibly reading "Maureen Napolitano", located below the distribution list.